



# MISSOURI DEPARTMENT OF MENTAL HEALTH

Dorn Schuffman, Director



DEPARTMENT  
OPERATING  
REGULATION  
NUMBER

DOR  
8.360

CHAPTER Regulatory Compliance	SUBCHAPTER HIPAA Regulatory	EFFECTIVE DATE April 1, 2004	NUMBER OF PAGES 3	PAGE NUMBER 1 of 3
SUBJECT Password Reset Verification		AUTHORITY 630.050 RSMo	HISTORY See Below	
PERSON RESPONSIBLE Deputy Director, Office of Information Systems			Sunset Date July 1, 2007	

**Purpose:** Verification of Identity of Individual Requesting Password Reset

**Application:** Applies to Department of Mental Health

## (1) Contents

- (A) Definitions
- (B) Procedure
- (C) Review Process
- (D) Sanctions

## (2) Definitions

(A) Protected Health Information (PHI) – individually identifiable health information.

(B) Verification- process to verify the identity of an individual requesting a password reset to access DMH systems.

(C) DMH Workforce – includes employees, volunteers, contract workers, trainees, interns and other persons who are in a DMH facility or Central Office on a regular course of business. This shall include client workers employed by the DMH or any of its facilities.

(D) Chief Security Officer (CSO) – individual designated by the DMH to oversee all activities related to the development, implementation, maintenance of, and adherence to Department and facility policies and procedures covering the electronic and physical security of, and access to, protected health information and other DMH data in compliance with federal and state laws and regulations.

(E) Local Security Officer (LSO) – individual designated by a facility CEO to oversee facility information and physical security practice and policy compliance and to coordinate those activities with the Chief Security Officer.

(F) Security Access Group – individuals at Central Office that grant and revoke access to DMH and other state agencies' systems in adherence with Departments' policies and procedures.

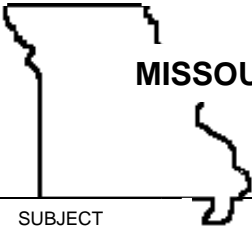
(G) Password Reset – changing or providing a password for an individual who has forgotten theirs or has lock themselves out of their computer by attempting and failing to sign-in too many times.

## (3) Procedure

(A) The Security Access Group, Customer Service Center and the LSO or designee shall verify the identity of an individual requesting a password reset.

(B) Contacts for Password Reset

1. Central Office staff and private providers shall contact the



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Customer Service Center for password resets.

A. Calls for password resets from DMH staff shall be routed to the Security Access Group

B. Calls from DMH providers shall be handled by the CSC.

2. Facility staff shall contact the LSO or designee for network or AS 400 password resets.

3. Facility staff shall contact the Customer Service Center for DMH application or OA application password resets. The CSC will route these calls to the Security Access Group.

(C) All requests for password resets shall include the following information:

1. Name
2. User ID
3. Facility Name
4. Facility Phone Number
5. System Password to be reset (i.e. Network, State Data Center, iITS,

etc.)

(D) The Security Access Group, Customer Service Center, or the LSO or designee may use any of the following procedures for verification of identity:

1. Callback Phone Number

A. The Security Access Group, Customer Service Center, or the LSO or designee may verify the identity of an individual phoning in or submitting an e-mail request by using a callback phone number. The facility's main number shall be called and a request made to be transferred to the individual requesting the password reset; or

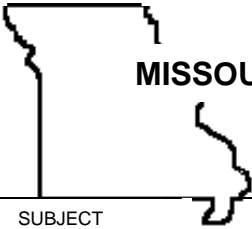
B. The individual must provide an identifier upon request to whoever resets the password. The identifier may be part of the individual's social security number, a pre-arranged password or security code, etc.; or

2. Caller ID - The Security Access Group, Customer Service Center, or the LSO or designee may verify the identity of an individual by caller ID. Whoever resets the password must check a current employee directory that verifies that the phone number belongs to that individual before resetting the password: or

3. Voice Recognition - The Security Access Group, Customer Service Center, or the LSO or designee may verify the identity of an individual by voice recognition. Whoever resets the password recognizes the voice of the individual as whom they say they are: or

4. Walk-in - The Security Access Group, Customer Service Center, or the LSO or designee may verify the identity of an individual walk-in by requesting to see an official State of Missouri or facility issued picture identification badge; or whoever resets the password recognizes the individual as who they say they are.

(E) The Security Access Group, Customer Service Center and the LSO or designee shall not reset any password if verification of identity is not accomplished.



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(F) The Security Access Group, Customer Service Center and the LSO or designee shall log all requests for password resets.

**(4) Review Process:** The Chief Security Officer shall collect information from the LSO's during the month of April each year beginning in 2005 for the purpose of providing feedback to the Director, Office of Information Systems and to the Executive Team regarding trends and issues associated with compliance with this regulation. LSO's shall also conduct initial and period reviews of these policies to ensure compliance within their facility.

**(5) Sanctions:** Failure of staff to comply or assure compliance with the DOR may result in disciplinary action, up to and including dismissal.

*HISTORY: Original DOR effective April 1, 2004.*